We claim:

1. A method for a wireless communications network to automatically suggest subscriber service changes comprising:

compiling a record of services used by the subscriber during a time period;

determining a subscriber usage metric for the time period;

detecting a trigger condition;

generating a service change suggestion; and

informing the subscriber of the service change suggestion via the wireless communications network.

2. The method defined in claim 1 further comprising comparing the subscriber usage metric to a threshold, wherein the trigger condition includes the usage metric exceeding the threshold and the service change is capable of eliminating the trigger condition.

3. The method defined in claim 2 wherein the threshold is a usage allotment derived from the subscriber's service package and the trigger condition is an overage.

4. The method defined in claim 3 further comprising repeating the step of compiling a record of services, the step of determining a subscriber usage metric and the step of comparing the subscriber usage metric to a threshold for several time periods, wherein the trigger condition includes a trend of the usage metric exceeding the threshold for a plurality of the time periods.

5.   The method defined in claim 2 wherein the threshold is a new feature threshold and the service change is a new feature not subscribed to by the subscriber.

6.   The method defined in claim 5 further comprising repeating the step of compiling a record of services, the step of determining a subscriber usage metric and the step of comparing the subscriber usage metric to a threshold for several time periods, wherein the trigger condition includes the usage metric exceeding the new feature threshold for a plurality of the time periods.

7.   The method defined in claim 1 further comprising repeating the step of compiling a record of services and the step of determining a subscriber usage metric for several time periods, wherein the trigger condition includes a predetermined increase in the usage metric over the several time periods.

8. The method defined in claim 1 wherein the informing step comprises:

generating an SMS message informing of the service change suggestion; and

sending the SMS message to the subscriber via the wireless communications network.

9. The method defined in claim 1 wherein the informing step comprises:

sending an automated voicemail message to the subscriber via the wireless communications network.

10. The method defined in claim 1 wherein the time period is a billing cycle.

11. The method defined in claim 1 wherein the time period is a month.

12. The method defined in claim 1 wherein the subscriber usage metric includes voice minutes used in the time period during peak-hours.

13. The method defined in claim 1 wherein the subscriber usage metric includes voice minutes used in a time period during off-peak hours.

14. The method defined in claim 1 wherein the subscriber usage metric includes data transfer usage.

15. The method defined in claim 5 wherein the subscriber usage metric includes the number incoming calls received by the subscriber while the subscriber is already using the phone.

16. A method for a wireless communications network to automatically suggest subscriber service changes comprising:

compiling a record of services used by the subscriber during several billing cycles;

determining a subscriber usage metric for the several billing cycles;

detecting a trigger condition;

generating a service change suggestion; and

informing the subscriber of the service change suggestion via the wireless communications network.